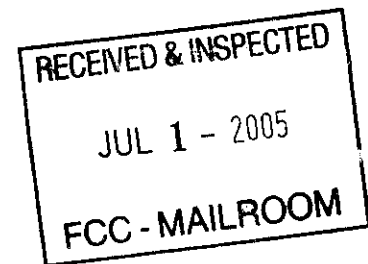




STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
OFFICE OF THE DEAF AND HARD OF HEARING

June 28, 2005



Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-B204  
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

RE: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket 03-123.

Dear Ms. Dortch:

As mandated by the Federal Communications Commission (FCC), the Office of the Deaf and Hard of Hearing (ODHH) has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a report and summary to file with the FCC. Enclosed please find the annual complaint log for the State of Washington and a summary, which indicates the number of complaints, received by ODHH ending May 31, 2005.

Should you have any questions concerning this summary or report log, please contact our designated FCC contact person, Robert Lichtenberg, at (360) 902-8000 TTY/V.

Best Regards,

Robert Lichtenberg  
Washington State Relay Administrator

Enclosures:

- 1) Annual Log of Consumer Complaints for period of June 1, 2004 – May 31, 2005
- 2) Annual Tally Report for period of June 1, 2004 – May 31, 2005
- 3) 3.5 diskette with files in Word doc format

cc: Tim Brown, DSHS/HRSA  
Eric Raff, ODHH  
Robert Shirley, WUTC  
Dan Brubaker, Sprint  
Dana Jackson, FCC

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List ABCDE

## Annual Log Summary of Consumer Complaints

Attachment #1

State of Washington  
 Department of Social & Health Services  
 Office of the Deaf & Hard of Hearing  
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 CG Docket 03-123  
 June 30, 2005

Acronym Log

CA: Communication Assistant

QAR: Quality Assurance Rep

TL: Team Leader

CS: Customer Service

ODHH: Office of the Deaf &amp; Hard of Hearing

RECEIVED &amp; INSPECTED

JUL 1 - 2005

FCC - MAILROOM

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6/4/2004	CA 6082 processed a call for the customer, but did not process correct number. Customer asked for immediate credit; supervisor assisted agent in crediting customer. Supervisor attempted to contact ATT for credit transaction, but after a recording played, call hung up. Supervisor explained to customer that ATT could not be reached, but would call back with information after the tech looked into the problem. Trainer determined that the ATT operator would be unable to issue a credit, therefore relay was unable to assist customer with obtaining immediate credit for misdial.	6/10/2004	Supervisor called customer on 6/10/04, 10:55 am, 12:07 pm, and 1:56 pm, to inform customer as to what Tech found. No answer. CC closed because customer could not be reached.
6/14/2004	TTY customer said that CA 9085M had to redial several times when he got a company recording and it was frustrating to the caller. Requested a letter of apology for this CA's bad handling of his call.	11/3/2004	Apologized to the customer. This was the CA's first day taking live calls. During the call the trainer was giving feedback and instructing the agent on processing a recording with customer instructions. CA was pulled off line and had a one on one recording session with trainer. CA was receptive to the feedback and will be monitored by the trainer. No contact information for the customer was given.
6/16/2004	Customer complained that CA 9228 had very poor voice quality; sounded like bored and did not want to be at work. Apologized to customer.	6/18/2004	QAR met with CA, but did not remember call. QAR coached CA on the importance of always maintaining a conversational flow while voicing a message and showing a professional phone image during a call. No contact information for the customer was given.
6/16/2004	Customer complained that CA 9241 had very poor voice quality; sounded like bored and did not want to be at work. Apologized to customer.	6/18/2004	QAR met with CA, but did not remember call. QAR coached CA on the importance of always maintaining a conversational flow while voicing a message and showing a professional phone image during a call. No contact information for the customer was given.

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6/16/2004	Customer complained that CA 9120 had very poor voice quality; sounded like bored and did not want to be at work. Apologized to customer.	6/21/2004	QAR met with CA, but did not remember call. QAR coached CA on the importance of always maintaining a conversational flow while voicing a message and showing a professional phone image during a call. No contact information for the customer was given.
7/7/2004	Customer stated that CA 6450 informed the customer that the number provided was an invalid number.	7/7/2004	Called the number with no problems. Apologized to customer, forwarded to proper center for investigation. No contact information for the customer was given.
7/17/2004	TTY Customer called a business and indicated that CA 9342F did not type the correct business name and missed the message left on the answering machine. Customer felt CA was not trained well enough to handle the answering machine.	9/3/2004	ODHH forwarded complaint to Sprint to see if this is an issue with the CA unable to handle answering machines. Met with agent. Typing speed meets FCC requirements. Coached agent on typing verbatim, correcting all typing errors and verifying spelling of all words if not sure. Agent will be provided with additional training on answering machines and recordings. The agent will also be monitored daily to ensure compliance. ODHH contacted customer who was satisfied with the solution.
7/18/2004	CA 9644 reached voice answering machine and did not type out correct name. Customer asked if CA dialed correct number, CA did not respond. Call happened at 8:28 pm.	7/19/2004	QAR met with CA. CA stated that she typed the name she heard on the answering machine. At the end of the call the customer became upset and requested a supervisor. CA requested a supervisor but the customer hung up before supervisor arrived. CA coached on how to handle a call when unsure of what the answering machine is saying, advised to keep the customer informed. ODHH Called customer several times with no answer.

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7/22/2004	TTY Customer called a business and indicated that CA 1664F did not type the correct business name and missed the message left on the answering machine. Customer felt CA was not trained well enough to handle the answering machine.	9/8/2004	ODHH forwarded complaint to Sprint on 7/23/2004 to see if this is an issue with the CA unable to handle answering machines. CA is experienced in typing recorded messages. Quality of recording may have been an issue. TL coached on importance of accuracy of typing all messages. ODDH contacted customer who was satisfied with solution.
8/2/2004	Voice customer asked CA 9093F to repeat who the TTY caller was asking for. CA was talking to co-worker and began laughing. Customer was offended and thought the CA was mocking her.	9/21/2004	QAR met with CA. CA stated that the area was loud, but that she would not laugh at the customer. Coached CA on remaining professional during every call. ODDH contacted customer with no answer.
8/2/2004	TTY Customer called a number and CA 9270F missed part of the recorded voice message.	9/16/2004	QAR met with CA. CA understands how to process answering machines/recorded calls. Understands that any time the recording is unclear the customer must be notified and confirmed CA knows how to process answering machine calls. ODDH contacted customer who was satisfied with solution.
8/4/2004	CA 9241 hung up on caller. Apologized to customer and forwarded complaint to supervisor.	8/4/2004	QAR met with CA. CA state that she would not hang up on a customer. Advised CA of the consequences of hanging up on a customer and to inform a supervisor when experiencing technical difficulties or a call needs to be disconnected. No contact information for the customer was given.
8/5/2004	Customer was upset at CA's ability to transcribe what was said. CA had a difficult accent to understand and had trouble with simple words. When the customer asked for the CA #, the CA said "927" and hung up.	8/6/2004	Apologized to the customer and that the incident would be documented. Full CA number not given, so TL cannot follow up with CA. No contact information for the customer was given.

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8/9/2004	Customer stated that she was hung up on 4 times prior to getting through to CA 3850F. However, CA 3850F took 20 minutes to process the call. Apologized to the customer, she requested follow-up call.	8/17/2004	TL reviewed HCO procedures with CA. Followed up with call to customer; customer returned call on 8/17 satisfied and happy.
8/12/2004	Customer stated that CA 9382M did not seem to like his job at all. No expression in his voice, ended the call rudely by saying "the party has hung up", when the customer thanked him he said, "Yeah." The customer has used relay many times and usually has a great experience, but this was the worst. Thanked the customer for the information and assured her the complaint would be investigated.	8/12/2004	QAR met with CA, he thought the customer wanted to commend him on his job performance. Coached CA on speaking clearly and never being rude to the customer. Advised CA that not being professional would not be tolerated. Due to the nature of the complaint, appropriate action will be taken. No contact information for the customer was given.
9/7/2004	Customer complained that CA 4741F left a message on an answering machine without the GA the customer typed first.	12/8/2004	Apologized to customer. Coached CA on waiting for the GA before leaving a message. No contact information for the customer was given.
9/10/2004	TTY user was frustrated that CA 4585F didn't type outgoing answering machine message. Instead, CA only typed "ANS MACH PLAYING," "ANS MACH HUNG UP."	12/7/2004	Apologized to customer. CA reported trouble with equipment. Customer stated that he would avoid 4xxx number agents and disconnected the call. Reminded agent to fully inform customer, including "Equipment problems, unable to type messages... would you like for relay to redial Q" or a similar, appropriate message. No contact information for the customer was given.
9/11/2004	TTY user stated that CA 4020M disconnected before customer was finished typing. Informed customer that CA's direct supervisor would be informed.	9/28/2004	CA no longer with Relay; unable to coach.

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9/13/2004	Customer complained that CAs 4316F, 4400F, 4413M, 4292M, 4285M, 4293F, 4249M, 4585F, 4228F, 4032M do not type out answering machine messages. They simply type "ans mach" or "recording playing then ans mach hung up."	9/17/2004	Five of the nine CA numbers are unassigned. The remaining CAs did not recall any calls with these details. They are aware of answering machine procedures and the consequences of not following those procedures.
9/15/2004	Customer complained that CA 9339 did not follow the customer's instructions.	12/7/2004	Apologized for the inconvenience. Met with CA, coached on the importance of always following the customer instructions/requests. No contact information for the customer was given.
10/1/2004	Customer reported that CA 2384F dialed a wrong number. Customer stopped CA and CA typed recording. Customer explained that CA dialed wrong number and asked to dial correct number. Customer was charged long distance and wants CA immediately disciplined.	12/15/2004	Thanked caller for feedback and apologized for the inconvenience. Advised caller to forward any charges to Sprint's CS department to issue credit. Report sent to the call center supervisor, issue addressed with the operator. Disciplinary action was taken. Emailed resolution to customer on 10/6/2004.
10/10/2004	TTY user explained MCI prepaid calling card. CA 9157M misunderstood and hung up on inbound.	12/15/2004	Lead apologized several times to customer and informed customer CA would be contacted. CA stated that pin number was invalid. Customer became upset when CA stated this, and caller disconnected. According to resolution, agent followed correct procedure. No contact information for the customer was given.
10/12/2004	Customer called a business with a recording that stated to press "0" for operator. Customer told CA 6311 to press 0; CA did not follow request. Redialed number and CA pressed 0 on second call.	11/2/2004	TL coached CA on making sure to stop when the TTY user begins to type in case the customer needs to convey a request, and to follow customer instructions. ODH contacted customer who was satisfied with solution.

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10/13/2004	Customer stated that CA 9575 was mumbling. Customer requested that CA speak up, but she wouldn't. CA was also having a side conversation with another CA about gambling. Customer was very upset and had to tell the CA to have the caller call her back when CA would be more professional.	10/15/2004	QAR met with CA, she stated that the call was normal, but there were other CAs sitting in the same area. Coached on the importance of remaining professional and the consequences of talking during calls. No contact information for the customer was given.
10/15/2004	TTY user stated that while giving dialing instructions on a calling card, CA 9246 interrupted before customer finished instructions. Apologized for inconvenience.	10/19/2004	QAR met with CA. She accidentally pressed complete while customer was still providing the calling card number. Coached on being focused during calls. No contact information for the customer was given.
10/26/2004	CA 9198F did not relay all call information to a customer. This resulted in a lack of communication between a parent and child. Customer also stated that it is vital that the CAs relay everything when it comes to children.	11/29/2004	QAR met with CA, she did not remember call. Coached agent on the importance of typing/relaying the conversation verbatim. Also advised the agent to verify directions and addresses. Contacted customer; customer is satisfied with solution.
10/27/2004	Customer requested CA 3806 to not type to TTY user. CA informed her "everything heard will be typed to caller." Customer stated that she has never been told that everything heard would be typed back to the caller.	12/15/2004	Supervisor spoke with customer and reiterated that the CA is required to type everything the customer says and all background sounds to the TTY user for equal access purposes. Left 3 messages for customer with no call back: 5/16/05, 3:38 pm, 6/1/05, 2:25 pm, 6/14, 9:53 am.
12/5/2004	VCO customer reported that her VCO branding is no longer in place. The problem started on 12/3/2004 and continued through 12/5/2004. The customer reached CA's 4032, 4289, 4141, 4108, 4040.	12/21/2004	Apologized for the problem. Internal update performed. Granddaughter satisfied with the resolution. Client experienced no further difficulties. ODHH contacted customer, no answer and left message.
12/28/2004	CA 4079F did not follow through after given a number to call. There was no response and caller does not want to pay for a call that was never completed.	12/28/2004	CA does not remember this call. CA coached on keeping the customer informed and to respond in a timely manner. ODHH called customer with result—customer is satisfied with the solution.

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1/3/2005	Customer called AAA Emergency Road Service. CA 4142F missed recording message. On 1/4/05, customer called AAA to let them know their recorder doesn't function properly. Amy Moreno with AAA checked the system and stated it was probably a technical problem on the other end.	6/21/2005	Agent number is not assigned at this time. ODHH email follow up sent to customer.
1/6/2005	Customer stated CA 4344F dialed out, received recording that number was changed. Customer requested agent to dial DA. Customer received ringing macro then line was disconnected.	1/6/2005	Apologized to customer. Discussed issues with HR, met with agent. Agent terminated. No contact information for the customer was given.
1/10/2005	Customer dialed St. Vincent de Paul's. The woman who answered asked the customer to repeat her name and name of mobile home park. Customer isn't sure if the woman was hard of hearing, the relay system malfunctioned, or CA 9207F did not speak clearly.	6/21/2005	Met with agent, agent does not remember the call. Coached agent on always voicing the caller's message clearly and with a conversational tone. ODHH contacted customer via email regarding solution.
1/12/2005	Customer wanted CA 4163F to retrieve voice mail messages. CA tried and told customer there were TTY tones on the voice mail. Customer did not understand how that could be. CA hung up on customer.	1/13/2005	Apologized for inconvenience. CA number currently unassigned, further investigation is not possible. No contact information for the customer was given.
1/12/2005	Customer wanted CA 4090M to retrieve voice mail messages. No response from CA and CA hung up.	1/19/2005	Apologized for inconvenience. CA was coached on importance of not disconnecting calls and advised of the consequences of doing so. No contact information for the customer was given.
1/17/2005	CA 3242 was instructed to call a VCO user and told that if a female answered, agent was to ask for a VCO user. CA did not follow instructions which resulted in outbound disconnecting.	1/17/2005	Apologized to customer. CA reminded of proper call processing procedures. No contact information for the customer was given.



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1/20/2005	CA 3214 called a dealership and the receptionist accidentally dropped the phone and lost the call. Another person answered when the CA called back and began scolding the person for hanging up on her. Explained that it was the receptionist and the CA snapped back stating, "Yes, it was you. I recognize your voice, you slammed the phone on me."	1/21/2005	Spoke with CA about proper call procedures. CA said the receptionist became very angry and stated, "We are running a business here just like you are," never explaining that she'd dropped the phone. She said, "We didn't slam the phone on you," then transferred the call. No contact information for the customer was given.
1/30/2005	Customer gave CA 7395F a number to dial and CA said it was busy. Customer requested CA redial, then CA hung up on customer.	1/31/2005	The agent number identified is not assigned to any employee. The center was not open on the date indicated. Further investigation is not possible. No contact information for the customer was given.
2/7/2005	TTY user says she cannot make international calls through Relay. Verizon is her long distance and is in her database. Customer has called through CA's 6155, 4036, 4191. Advised customer to ensure with Verizon that she has an international calling plan. Also put in a TT.	2/7/2005	Not agent error. CA remembered call, tried to place call 3 times and each time got a recording stating that the call cannot be placed from the number she was calling from. CA typed recording and customer requested customer service.
2/10/2005	TTY customer unable to dial international number using COC Verizon. Customer has international plan with Verizon.	5/18/2005	TT IO02365812 opened. Spoke with customer and informed her that the problem is on Verizon's end. Technician called Verizon to have them open a ticket. Customer was appreciative and contacted Verizon to follow up.
2/10/2005	CA 4090M kept backing up and typing over words that were already typed. Customer did not know if it was CA or if her machine had a technical problem.	6/10/2005	Apologized to customer. CA did not remember the call. CA was reminded to report any technical difficulty that may occur with a call. Agents do not have the ability to back up and type on top of already printed words. If the agent backed up the only thing that would show to the TTY user would be "XXX". CA is no longer employed with CSD. Customer was satisfied with this solution.

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2/28/2005	Customer was extremely unhappy with service on a relay call. He asked the male agent to turn up the volume twice. Two minutes into the call, the agent switched to a female CA with a foreign accent. He asked her twice to turn up the volume. The CA was also unfamiliar with WA geography—customer had to spell “Seattle”, “Port Orchard” and “Lacey.”	3/31/2005	Apologized to customer. Advised that the supervisor would be notified. Assured customer that coaching would be provided. Met with CA 9436M and coached him on the proper procedures when being relieved from a call by another agent. Coached on the importance of voicing with clarity and accurate pronunciation. Complaint resolved on 3/7/05. ODHH contacted customer which resulted with complete satisfaction and respect for the relay service.
3/8/2005	Customer called and explained that she and others were unable to connect to Relay for 4-6 hours. 711 and the TTY number responded with a busy signal.	3/10/2005	Apologized to customer. Assured customer that the technical issue would be investigated and resolved. Since it is not possible to backtrack without customer contact information, unable to resolve this issue. No contact information for the customer was given.
3/9/2005	TTY customer waited 5-7 minutes for CA to dial out and CA never did.	3/30/2005	Apologized for the inconvenience. Assured customer everything was being documented and thanked him for taking the time to report the issue. Met with CA. CA did not remember the call. Coached CA on the importance of remaining focused and following the customer's instructions promptly. No contact information for the customer was given.

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3/14/2005	Customer stated that the caller ID feature was not working.	6/8/2005	Apologized to customer. Opened Trouble Ticket I002431417. Relay technician reports there was an issue with the ani.dat files updating on the call controllers for multiple centers. The login script for the cc has been updated and the ani.dat files are now updating. The cc's had lost network connectivity due to a previous change which prevented the cc's from connecting to either the x or y drives. ODHH contacted customer and explained situation—recommended contacting LEC. Customer was satisfied with solution and will contact LEC to solve problem.
3/19/2005	VCO customer stated that when she makes calls through Relay, her phone number dose not appear on the recipient's caller ID.	3/19/2005	True caller ID turned on 3/8/2005. WA Relay no longer passes on the customer's caller ID. The customer will need to work with their LEC to enable or disable caller ID. No contact information for the customer was given.
3/19/2005	Customer stated that CA 8249 insulted and hung up on her.	3/19/2005	Thanked customer for taking the time to comment. Pulled CA for discussion. CA stated that she did not disconnect any caller. Reminded her that if she experienced any difficulty on any call that she should contact a supervisor immediately for assistance. No contact information for the customer was given.

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3/28/2005	Customer commented that CA 1223F gave terrible service on his call. Words were misspelled and typed in a choppy, disconnected manner that made the conversation hard to follow. CA also misspelled the customer's name several times. Did not appear to be garbling, simply a CA error.	3/28/2005	Apologized for the problem and assured the customer that the complaint would be sent in, investigated and corrected. CA asked for proper spelling of VCO user's name from the outbound person, however, the outbound person said he didn't know how to spell it. CA spelled the name to the best of her ability. Voice caller was speaking quickly. CA was coached on proper pacing so that words won't be misspelled. No contact information for the customer was given.
4/4/2005	VCO customer called to complain that for the past three weeks her caller ID has not been transmitting through the relay. Other people use her phone without relay and the caller ID transmits just fine.	6/9/2005	Apologized for the problem. Customer needs to contact her local telephone company (LEC). After implementing SS7 on 3/8, stopped transmitting Caller ID through relay calls. There was an issue with the ani.dat files updating on the call. The login script for the CC has been updated and the files are now updating. ODHH contacted Customer who was notified with an explanation of the change in service. Customer no longer has this problem and was happy to hear the reasoning.
4/10/2005	Relay did not answer a call placed to them—there was no answer or connection.	4/10/2005	Apologized to customer and thanked them for the feedback. CA was pulled for discussion. Believe the call was an ASCII call, which is the reason for no connection to the CA. CA reminded to contact a supervisor with any problem calls. No contact information for the customer was given.
4/18/2005	Customer said they asked CA 2066 how the person sounded. Customer asked three times and the CA did not respond. Customer suspects the CA disconnected both inbound and outbound lines.	6/9/2005	Customer was thanked and apologized to. CA was pulled for coaching. Was told that even if the call has ended, the CA can let the caller know how the other person sounded.

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4/19/2005	Relay customer cannot place a call through Relay to her daughter—both living in Washington. She receives a message stating “The party you are calling does not accept blocked calls.”	6/27/2005	Apologized to customer. Opened TT IO02503128. Informed customer she needs to dial *82 then dial the 800 number for Relay for this call to go through.
5/2/2005	Inbound VCO customer upset because the CA did not type “GA” so that he knew the voice caller was finished talking. This happened throughout the entire call. When the customer asked the CA about it, the CA replied that the voice caller never said “GA”.	5/3/2005	Explained that relay policy is to use “GA” and that the CA would be met with. Apologized for the frustration. Coached agent on the importance of using “GA”. She said the inbound was not using GA so she did not type it back. She apologized to the caller at the end of the call. No contact information for the customer was given.
5/4/2005	CA 1377F was rude to both the business and their customer. CA kept sighing during the call and would not convey the message as given.	5/4/2005	Thanked the caller and apologized for the poor service. Informed the supervisor of the situation. CA 1377F did not work on the day of the alleged incident. No contact information for the customer was given.
5/8/2005	Voice customer reported that she is connected to relay when she dials the number 671-1752.	5/8/2005	Apologized for the trouble. Explained that 711 is a shortcut number to the relay service. Suggested she contact her local phone company for further assistance. Opened TT#IO02542442.
5/10/2005	VCO user stated CA 1772F dialed out and typed, “(RECORDING) (HOLDING...)”. Customer does not know why the recording was not typed out. Customer tried to interrupt agent by pressing spacebar and typed “Hey Relay...” CA did not acknowledge.	5/12/2005	Thanked caller. Said would forward to appropriate center for follow up. CA stated that VCO asked for “representative”—the reason the recording message was not typed. VCO typed and voice person answered the phone at the same time and CA was not able to immediately address the VCO user with the voice person on the line. CA followed proper protocol for not typing the recording message when a specific person is requested. No contact information for the customer was given.



Washington State Relay Services  
Annual Tally Report of Consumer Complaints  
June 2004 - May 2005

RECEIVED & INSPECTED  
JUL 1 - 2005

FCC - MAILROOM

Attachment #2

SERVICE COMPLAINTS													TECHNICAL COMPLAINTS																		
#00	Answer Wait Time	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	#22	Lost Branding	#23	Changed for Local Call	#24	Trouble Linking Up	#25	Line Disconnected	#26	Garbled Message	#27	Database Not Available	#28	Split Screen	#29	Other Technical Type Complaint	TOTAL
#01	Dial Out Time		1																												
#02	Didn't Follow Database Inst.				2																										
#03	Didn't Follow Cust. Instruct.					1																									
#04	Didn't Keep Customer Informed		1																												
#05	Agent Disconnected Caller																														
#06	Poor Spelling																														
#07	Typing Speed/Accuracy																														
#08	Poor Voice Tone		3																												
#09	Everything Relayed																														
#10	HCO Procedures Not Followed																														
#11	VCO Procedures Not Followed																														
#12	Two-Line VCO Procedure Not F																														
#13	Background Noise Not Typed																														
#14	Feelings Not Described																														
#15	Recording Feature Not Used																														
#16	Noise in Center																														
#17	Agent Was Rude																														
#18	Problem Answer Machine		2																												
#19	Spanish Service																														
#20	Speech to Speech																														
#21	Other Problem Type Complaint																														
TOTAL												5	47	TOTAL												1	3	0	6		



# Washington State Relay Services Annual Tally Report of Consumer Complaints June 2004 - May 2005

Attachment #2

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	
	MISCELLANEOUS COMPLAINTS														
#30	Rates													0	
#31	OSD													0	
#32	No 800 Number													0	
#33	Carrier of Choice													0	
#34	Network Recording									1				1	
#35	Other									1			1	2	
	TOTAL	0	0	0	0	0	0	0	0	2	0	0	1	3	
	TOTAL CONTACTS	5	4	6	6	7	0	3	8	4	5	4	4	56	

DOCKET NO. 03-123

Attachment A

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